



PATENT  
Customer No. 22,852  
Attorney Docket No. 05793.3034-00

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
William J. TUMULTY et al. ) Group Art Unit: 2161  
Application No.: 09/820,982 )  
Examiner: Unknown  
Filed: March 30, 2001 )  
For: SYSTEM AND METHOD FOR )  
PRIORITYZING CUSTOMER )  
INQUIRIES )

Assistant Commissioner for Patents  
Washington, DC 20231

Sir:

SUPPLEMENTAL INFORMATION DISCLOSURE  
STATEMENT UNDER 37 C.F.R. § 1.97(b)

Pursuant to 37 C.F.R. §§ 1.56 and 1.97(b), applicants bring to the attention of the Examiner the documents listed on the attached PTO 1449. This Information Disclosure Statement ("IDS") supplements the IDS filed on July 3, 2002, and is being filed before the mailing date of a first Office Action on the merits for the above-referenced application.

Copies of the listed documents are attached. Also enclosed is the PCT International Search Report dated January 27, 2003, issued in connection with a counterpart PCT Application No. PCT/US02/09570.

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In lieu of a statement of relevance or translation of the non-English documents, an English language version of an International Search Report from the International Searching Authority in a corresponding application citing these documents and setting forth the relevance thereof is enclosed.

This submission does not represent that a search has been made or that no better art exists and does not constitute an admission that each or all of the listed documents are material or constitute "prior art." If the Examiner applies any of the documents as prior art against any claims in the application and applicants determine that the cited documents do not constitute "prior art" under United States law, applicants reserve the right to present to the office the relevant facts and law regarding the appropriate status of such documents.

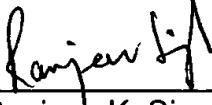
Applicants further reserve the right to take appropriate action to establish the patentability of the disclosed invention over the listed documents, should one or more of the documents be applied against the claims of the present application.

If there is any fee due in connection with the filing of this Statement, please charge the fee to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,  
GARRETT & DUNNER, L.L.P.

Dated: April 23, 2003

By:   
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